

ACMS Release Notes 10.10.2018

The 10/10/2018 release brings us the first wave of changes to ACMS focused on “dual cases” and hearing representative assignment, withdrawal workflows, and foreign language notifications.



Updated User Manuals

User manuals have been updated to accompany the new features. You can view/download user manuals for your role here:

<http://www.cdss.ca.gov/inforesources/Appeals-Case-Management-System>

New Functionality in this Release

- The claimant’s phone number and preferred language have been added to the claimant search results during appeal creation
- The Calendars and Hearings queue now allows you to specify a Start and End date so you can display and export hearings by a date range
- IVR
 - ACMS will now automatically attach IVR conditional withdrawal recordings to the appeal.
 - ACMS will now automatically SHD Customer Service manual audio recordings of verbal withdrawals to the appeal.
- Withdrawals 2.0
 - Withdrawals now follow a workflow and capture verbal/written and conditional/unconditional
 - Withdrawals that can be verified are completed immediately
 - Withdrawals that cannot be verified are placed in a queue to await confirmation
 - New letters have been created to match the new workflows
- The e-Filer appeal submission experience has been updated!
 - Now only 5 steps instead of 9.
 - Breadcrumbs display has been updated and is mobile ready.
- Documents and Notifications can now be suppressed or resent by SHD Staff.
- ACMS now supports foreign language letters
 - A custom interface has been built to allow new foreign language documents to be added with ease in the future
- Involved Agency can now be found on the main appeal page
- Dual Cases
 - Hearing Reps have been moved to the Contact tab on the appeal

- Every agency involved in an appeal can designate a Primary hearing rep, and multiple Secondary hearing reps
 - “Other” hearing reps can be designated for an agency who does not take action on an appeal but who may need to be contacted
 - All Primary and Secondary hearing reps will receive notifications of workflow events
 - All Primary hearing reps will be assigned an SOP task and a Rehearing Response task when applicable
- Hearing Reps now appear on the Calendar Instance Summary
- Hearing Date and Time have been added to the “Cases Without Hearing Rep” queue

Bug Fixes in this Release

- The Calendars and Hearings queue’s “Run Report” button should now export the filtered list appropriately .
- Schedulers can now see when an appeal is tentatively scheduled via a label on the appeal page.
- Selecting Improper Claimant during intake review now properly transitions the appeal to Pending Scheduling.
- Users receiving 500/503 error messages due to “database deadlock” errors should no longer occur.
- E-Filer no longer receives an error when trying to view a document record from within their account.
- Dashboard appeal search results no longer displaying cached results.